



## **JOB DESCRIPTION**

**POSITION TITLE:** Medical Assistant I  
**REPORTS TO:** Clinical Director  
**PREPARATION DATE:** October 2018

### **GENERAL DESCRIPTION:**

The Medical Assistant works as a member of the care team to provide clinical and administrative support to providers and other health professionals to ensure the seamless flow of patient care.

### **ESSENTIAL JOB FUNCTIONS: \***

- Participate as a member of the patient care team to provide care to individual patients.
- Complete NextGen training.
- Present a positive and professional image in interactions with staff and the public.
- Maintain confidentiality in accordance with Health Center policies and procedures.
- Use and demonstrate effective written and verbal skills in communications with patients, families, health center staff, professionals, and community members.
- Pre-plan patient visits with all necessary testing and referrals in the patient chart prior to the visit.
- Participate in daily huddles.
- Use i2i daily reports to ensure compliance with quality measures.
- Utilize the Health Center's established standing orders to provide patient care consistent with clinical guidelines.
- Conduct room setup prior to procedures and room cleanup after procedures.
- Perform patient intake process including obtaining patient's temperature and measuring patient's apical and radial pulse, blood pressure (manual two step/automatic machine/orthostatic), height and weight.
- Reconcile medication at office visits.
- Use two patient identifiers.
- Maintain hand hygiene.
- Use pulse oximetry.
- Perform visual acuity testing using Snellen chart and document in patient chart.
- Administer immunizations and medications (subcutaneous, intramuscular, and intradermal) per medical provider order. Withdraw medication from vial and/or ampule. Reconstitute powder medication for administration. Document medication administration.
- Perform fluoride varnish applications if pediatric patient.
- Report laboratory results or messages to the patient per medical provider request.

- Receive and process prescription requests. Process incoming medication samples and check monthly for expired medications. Process requests for samples. Receive and process faxed patient information.
- Instruct patients in the use of nebulizer treatments and proper urine and fecal specimen collection. Label specimens accurately.
- Teach diabetic patients glucometer use.
- Monitor phone line for medication refill requests.
- Perform appropriate documentation in electronic medical records.
- Conduct in-room checkout.
- Monitor and ensure sterility of all surgical instruments as well as readiness/disinfection of medical equipment.
- Conduct depression screening/PHQ9.
- Order laboratory supplies and medical supplies.
- Make referrals and prior authorizations.
- Check stocked medications for expiration every month and reorder as needed. Properly label opened medications.
- Provide first contact with incoming calls on the nurse line and forward triage as appropriate to RN.
- Conduct PPD plants and properly document in NextGen.
- Answer medication line and medAccess calls.
- Log medAccess medications and contact patients accordingly.
- Responsible for patient rooming, including room cleaning and stocking.
- Conduct appropriate patient hand-offs to behavioral health providers.
- Manage point of care testing.
- Administer EKGs and other testing procedures as designated.
- Schedule appointments, radiology appointments, and imaging tests for patients.
- On a monthly basis, check the emergency box, O2 and eye wash station.
- Use and demonstrate universal precautions and implement other isolation procedures as appropriate.
- Activate appropriate response system in the event of a medical, psychiatric, or other emergency and effectively use safety/emergency equipment.
- Properly dispose of biohazardous materials.

### **EDUCATION, EXPERIENCE AND KNOWLEDGE QUALIFICATIONS:**

- High School Diploma or equivalent General Education Degree.
- Training as a medical assistant in a recognized program or college.
- Experience in a medical setting required.
- Experience with electronic medical records, Microsoft Word and Excel preferred.
- Bilingual /multilingual in French, Spanish, Arabic, Swahili, or other major languages a strong plus.

## **SKILLS AND ABILITIES QUALIFICATIONS AND OTHER REQUIREMENTS:**

- Knowledge of applicable office procedures and terminology.
- Knowledge of basic arithmetic to make calculations, balance and reconcile figures and make changes accurately.
- Knowledge of Medicare, Medicaid, managed care, HMOs, and private insurers.
- Skill in operating a computer, fax machine and other office equipment.
- Ability to read, understand and follow oral and written instruction.
- Ability to sort and file materials correctly by alphabetic or numeric systems.
- Ability to speak clearly and concisely.
- Ability to establish and maintain effective working relationships with patients, employees and the public.
- Knowledge of the pain scale.
- Knowledge of the “RIGHTS” of medication administration.
- Understand the difference between biohazard and trash.
- Knowledge of universal and standard precautions.
- Ability to use controlled substance database and to run inquiries.
- Knowledge of how to access Materials Safety Data Sheets online.
- Knowledge of emergency procedures.
- Knowledge of CLIA waived testing and procedures.
- Knowledge of time out procedure.

## **WORKING CONDITIONS/PHYSICAL DEMANDS:**

- Frequent exposure to communicable diseases and other conditions common to a medical practice setting.
- Normal medical office environment and remote work on-site at community organizations or other identified locations in the community.
- Often seated with freedom of movement on a regular basis, operating office machines and handling light materials and supplies in a typical office environment setting. May frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.
- May spend extended periods operating desktop computer, requiring hand-eye coordination and finger dexterity; and communicating face-to-face, on the telephone and in writing.
- Specific vision abilities required by this job include close vision and ability to adjust focus.
- Frequent physical activity requires standing, walking, climbing stairs, bending, stooping, kneeling, and crouching.
- The noise level in the work environment is usually quiet.

## **Employee Acknowledgement:**

This job description is not intended to be and should not be construed as an all-inclusive list of all the responsibilities, skills or working conditions associated with the position. While it is intended to accurately reflect the position activities and requirements, the Company reserves the right to modify, add or remove duties and assign other duties as necessary.

\*External and internal applicants, as well as position incumbents who become disabled as defined under the Americans with Disabilities Act, must be able to perform the essential job functions (as listed here) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.

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*Employee's Signature*

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*Date*

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*Manager's Signature*

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*Date*